a limited geographical cluster of 277 customers care agents from 6 call centres in NOIDA (UP).

The study evaluates the perceptions of work experience of the call centre agents to throw light on the potentialities and possible problem areas of human relations. It does not represent the view of all the actors in the industry and does not purport to represent the entire BPO sector in the country. Moreover, the views expressed in the report are of the concerned researcher and not of the Institute or of the Ministry of Labour and Employment.

Appraisal of Planning Commission

2661. SHRI C. PERUMAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) whether there has been fall in employment even after reforms were launched in 1991 according to mid-term appraisal of Planning Commission;

(b) if so, the details thereof; and

(c) the steps taken to generate more employment opportunities?

THE MINISTER OF LABOUR AND EMPLOYMENT (SHRI K. CHANDRASEKHAR RAO): (a) No, Sir.

(b) Does not arise.

(c) Government targeted creation of around 5 crore employment opportunities during the 10th Plan Period. Out of these, around 3 crore were to be generated in the normal growth process and remaining 2 crore through special employment generation programmes. Moreover, "National Rural Employment Guarantee Scheme" for rural people has also been launched.

Safeguarding interest of labourers in Delhi

†2662. SHRI JAI PARKASH AGGARWAL: Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a) the details of steps taken so far to safeguard the interests of labourers working in the industrial units to be closed down owing to the directions of the apex court in the National Capital Region of Delhi;

†Original notice of the question was received in Hindi.